



Department of Medical Assistance Services  
600 East Broad Street, Suite 1300  
Richmond, Virginia 23219

<http://www.dmas.state.va.us>

# MEDICAID MEMO

**TO:** All Home and Community Based Waiver Services Providers (Including Service Facilitators and Private Duty Nursing), Home Health Providers, Program for the All-Inclusive Care of the Elderly (PACE), and Managed Care Organizations Participating in the Virginia Medical Assistance Program

**FROM:** Cynthia B. Jones, Director  
Department of Medical Assistance Services (DMAS)

**MEMO:** Special

**DATE:** 3/24/2014

**SUBJECT:** Notification of a Procedural Change for Annual Level of Care Reviews (LOCERI) for Waiver and PACE Participants and Policy Manual Updates — *Effective May 1, 2014*

The purpose of this memorandum is to announce to providers the conversion to an electronic submission process, effective May 1, 2014. This electronic process will replace the paper or FAX submission of all DMAS 99's, 108, and 109 for 1915c annual Level of Care Eligibility Redeterminations (LOCERI).

Providers serving individuals enrolled in the Elderly or Disabled with Consumer Direction Waiver Services (EDCD), Alzheimer's Assisted Living Waiver (AAL), Technology Assisted Waiver and Private Duty Nursing Services (Tech Waiver), and the Program for the All-Inclusive Care of the Elderly (PACE) programs will submit their annual level of care reviews electronically via the DMAS portal.

DMAS provider manuals have been revised to include information regarding changes for the Level of Care Eligibility Redetermination (LOCERI) electronic process.

Please refer to your specific provider manual for revised information. Below are the manuals including chapters and/or appendices that will be updated:

- EDCD Waiver Provider Manual, Appendix X, LOCERI Process
- Technology Assisted Waiver Provider Manual, Appendix X, LOCERI Process
- Alzheimer's Assisted Living Waiver Provider Manual, Appendix X, LOCERI Process

These updated manuals are available on the DMAS Web portal at <https://www.virginiamedicaid.dmas.virginia.gov/wps/portal>.

The bullets below detail some of the new LOCERI processing changes as well as updated in specific manuals:

- Changes in the process for submission of LOCERI data;
  - Implementation of a Web Portal based submission process.
  - Unified 99 form to Level of Care Review Instrument (DMAS-99 series).
  - DMAS E-mail notifications to provider of scheduled LOC reviews.
- Changes in the timeframes for submission of LOCERI data;
  - Submission and processing of annual LOCERI reviews to a monthly basis.

- Provision of a 15 day submission period from a 30 day submission period.
- Establishment of a Level of Care E-mail address to enhance communications.

### **Training Opportunities**

DMAS will provide training opportunities for providers to assist them to become familiar with the new portal entry system. These training opportunities include:

1. LOCERI Computer Based Training (CBT), User Guide, and Frequently asked Questions (FAQs) all are available on the Virginia Medicaid Web Portal located at <https://www.virginiamedicaid.dmas.virginia.gov/wps/portal>. Connect by selecting "LOCERI" under the "Provider Resources" tab.
2. A webinar (web-x) is scheduled for March 26 and April 9, to walk providers through the process and respond to any questions that they may have. Training for the Level of Care process is available on the DMAS Web Portal under Provider Resources.
3. Questions may also be submitted through the DMAS web site.
4. Ongoing support is available at DMAS "HELPLINE".

These trainings will remain on the DMAS Web Portal and on the learning network for new providers and follow-up viewing: [http://www.dmas.virginia.gov/Content\\_pgs/ln-ltc.aspx](http://www.dmas.virginia.gov/Content_pgs/ln-ltc.aspx).

### **MANAGED CARE ORGANIZATIONS**

Many Medicaid recipients are enrolled with one of the Department's contracted Managed Care Organizations (MCO). In order to be reimbursed for services provided to an MCO enrolled individual, providers must follow their respective contract with the MCO. The MCO may utilize different prior authorization, billing, and reimbursement guidelines than those described for Medicaid fee-for-service individuals. For more information, please contact the MCO directly. Additional information about the Medicaid MCO program can be found at [http://www.dmas.virginia.gov/Content\\_pgs/mc-home.aspx](http://www.dmas.virginia.gov/Content_pgs/mc-home.aspx).

### **COMMONWEALTH COORDINATED CARE**

Commonwealth Coordinated Care (CCC) is a new initiative to coordinate care for individuals who are currently served by both Medicare and Medicaid and meet certain eligibility requirements. Please visit the website at [http://www.dmas.virginia.gov/Content\\_pgs/altc-home.aspx](http://www.dmas.virginia.gov/Content_pgs/altc-home.aspx) to learn more.

### **VIRGINIA MEDICAID WEB PORTAL**

DMAS offers a web-based Internet option to access information regarding Medicaid or FAMIS member eligibility, claims status, check status, service limits, service authorizations, and electronic copies of remittance advices. Providers must register through the Virginia Medicaid Web Portal in order to access this information. The Virginia Medicaid Web Portal can be accessed by going to: [www.virginiamedicaid.dmas.virginia.gov](http://www.virginiamedicaid.dmas.virginia.gov). If you have any questions regarding the Virginia Medicaid Web Portal, please contact the Xerox State Healthcare Web Portal Support Helpdesk, toll free, at 1-866-352-0496 from 8:00 a.m. to 5:00 p.m. Monday through Friday, except holidays. The MediCall audio response system provides similar information and can be accessed by calling 1-800-884-9730 or 1-800-772-9996. Both options are available at no cost to the provider. Providers may also access service authorization information including status via KEPRO's Provider Portal at <http://dmas.kepro.com>.

### **"HELPLINE"**

The "HELPLINE" is available to answer questions Monday through Friday from 8:00 a.m. to 5:00 p.m., except on holidays. The "HELPLINE" numbers are:

1-804-786-6273 Richmond area and out-of-state long distance  
1-800-552-8627 All other areas (in-state, toll-free long distance)

Please remember that the "HELPLINE" is for provider use only. Please have your Medicaid Provider Identification Number available when you call.